

Massachusetts Office of the Child Advocate

Job Description: Program Assistant

About the Office of the Child Advocate:

The Office of the Child Advocate (OCA) is an independent office that reports directly to the Governor and the Legislature. The OCA was created in 2008 to ensure that children receive timely, safe, and effective services from state agencies and to advise the public and government officials how to improve services to children and families. OCA staff consists of The Child Advocate, Deputy Director, Clinical Specialist, Research and Policy Analyst and Program Assistant.

Web Site: <http://www.mass.gov/childadvocate>.

The OCA is seeking a highly motivated and detail-oriented Program Assistant. This position provides a unique opportunity to work as a member of a small team playing an important role in developing and shaping child welfare and juvenile justice policy in Massachusetts.

Job Description:

The Program Assistant (PA) assists OCA staff with carrying out the activities of the office, performing various administrative tasks as well as having responsibility for key office functions and initiatives. Specific responsibilities include managing the OCA's Helpline, database and website, as well as coordinating and participating in reviews of agency records involving children receiving services from state agencies. Duties and responsibilities include, but are not limited to:

- Manage the OCA's Helpline—responsible for receiving, and responding to all calls, emails, and letters in timely manner.
- Review critical incidents reports and relevant agency documents, manage case inventory and case documentation in the OCA's database, and contribute as team member in weekly meetings to discuss potential next steps in addressing concerns.
- Assist in the investigation of selected critical incidents by working with outside agencies to obtain necessary documents. Participate in critical analysis, content formulation, editing, and layout of written reports memorializing investigations.
- Review DCF supported allegations of abuse or neglect of children placed in out-of-home settings (e.g. residential facilities) to assure the overall health, safety and well-being of children receiving services; identify trends or systemic concerns, and make policy recommendations for agency improvements.
- Participate in the critical analysis, content formulation, design, and format of the OCA Annual Report and other publications.
- Maintain and manage the OCA's website by way of updating and maintaining the web content, generating new content, and providing design and layout suggestions. The PA acts as a liaison to the web service department to submit website updates and review user statistics
- Manage the OCA's IQ database, entering information and data from the Helpline, Critical Incident Reports (CIRs), and reports of abuse and neglect in out-of-home settings. The PA assists with generating reports and analyzing data relative to various initiatives and projects.
- Provide comments and analysis of proposed legislation and policies, and attend legislative hearings.
- Represent the OCA at local meetings and conferences and present the work of the OCA during outreach efforts.
- Work with staff on developing meeting agendas and presentations for OCA's Advisory Board.
- Administrative tasks include answering the OCA's main phone line, scheduling meetings, booking conference rooms, handling correspondence, and coordinating The Child Advocate's schedule.
- Other related duties as determined by OCA staff.

Qualifications:

- Bachelor's degree
- Strong written and oral communication skills
- Proficient in Microsoft Office Suite, Outlook, Word, Excel, PowerPoint and other computer software applications.
- Experience with managing data
- Knowledge of Massachusetts child-serving agencies and organizations

- Familiarity with child welfare and juvenile justice issues

Characteristics

- Strong organizational skills
- Demonstrated ability to work independently and collaboratively
- Customer service and interpersonal communication skills
- Highly motivated
- Detail-oriented
- Professional, friendly and enthusiastic personality

How to Apply:

Send cover letter, resume, and relevant writing sample (unedited by others) to:

Office of the Child Advocate

Attn: Heather Porriello

1 Ashburton Place, 5th Floor

Boston, MA 02108

Email: childadvocate@state.ma.us

Fax: 617-979-8379

Questions: 617-979-8360

Comments:

This is a full-time position

Background check required

Salary: \$40,000 - \$45,000